

GTE Florida
March 8, 1995

Please investigate and respond by March 23, 1995. I have enclosed a copy of staff's letter to IntegreTel concerning this complaint. If you have any questions, please let me know.

Sincerely,



Kathryn Dyal Lewis
Economist
Bureau of Service Evaluation

Enclosure

cc: Caryn c. McMahon, Cabana Inn
Bev DeMello, CAF
Monica Barone, LEG

A41-



**GTE Florida
Incorporated**

One Tampa City Center
Post Office Box 110
Tampa, Florida 33601-0110

March 23, 1994⁵

**Ms. Kathryn Dyal Lewis, Economist
Bureau of Service Evaluation
Division of Communications
101 East Gaines Street
Tallahassee, Florida 32399-0850**



Dear Ms. Lewis

Subject: Complaint of Cabana Inn (55862I)

The following is provided in response to your letter dated March 8 regarding the complaint of Cabana Inn.

Under the terms of GTE's Billing and Collection agreement with Integretel, Integretel performs their own inquiry. ←

If a customer contacts GTE regarding Integretel charges on his bill, the customer would be advised to first contact Integretel. There would be no notation on the customer's account that he had contacted GTE.

If the customer was not satisfied with Integretel's response or if he refused to contact Integretel, GTE would adjust the charges from the customer's account.

Review of Cabana Inn's account for February and March of 1995 indicate no adjustments were issued by GTE.

A request has been made to the Business Office to follow-up on this account and issue adjustments for the 800 Pay Per Call charges.

GTE requires all pay per call charges to be accessed via 900 and to be submitted to GTE for billing via a unique industry record in order to clearly identify Pay Per Call (PPC) charges. Integretel will be contacted with regard to submission of masqueraded PPC charges. ←

GTE is actively pursuing the question whether Integretel is in violation of its billing and collection agreement. ←

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Ms. Kathryn Dyal Lewis

March 23, 1995

Page 2

Subject: Complaint of Cabana Inn (558621)

We trust this provides the information you require. If you have any questions, please contact Debby Kampert at (813) 224-6505.

Sincerely,



**Beverly Y. Menard
Regional Director - Regulatory & Industry Affairs**

DBK:wjh

- A43 -



019 107 L

501 SOUTH FALKENBURG
SUITE A6
TAMPA, FLORIDA 33619

(813) 685-3915
PAGER (813) 216-5664
FAX (813) 685-1174

October 26, 1995

Ruth McHargue
Division of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

NOV - 10 1995

Dear Ms. McHargue:

I am writing to request your help and/or guidance in an ongoing problem I have been experiencing with my pay telephones. Integratel and I.T.A. are two companies that have found a way to bill back "toll free" calls through GTE to PATS lines (cocot) for international calls at a rate of about \$4.00 per minute. (They also round up to the next minute). I have enclosed bills from two of our phones and have highlighted the aforementioned "1-800" numbers used to work this scam.

I have complained to GTE, I.T.A. and Integratel and have been assured that the charges will be reversed. The problem is I keep getting bills for calls every month. Since I am currently operating twelve payphones, the time taken to complain about the charges on all these phones has become excessive.

I am very frustrated with this whole situation and would greatly appreciate your assistance. Thank you.

Sincerely,

Robert T. LeBlanc

Enclosures

A44

Tms #1226



PAGE 5 OF 6

TELEPHONE NUMBER

813 654-5767

Customer ID 941222

BILL DATE

August 13, 1995

For billing
questions call
1 800 866-8889

LONG DISTANCE CALLS

Billing for ITA

**ITA Regulated Service****Regulated Calls****Direct Dialed Calls**

Date	Time	Place called	Number called	Period	Min.	Amount
1 Jul 11	6:18 pm	Toronto	416 814-6010	Day	17	\$ 67.83
2 Jul 11	6:38 pm	Toronto	416 814-6010	Day	18	71.82
3 Jul 11	6:58 pm	Toronto	416 814-6010	Day	18	71.82
4 Jul 11	7:18 pm	Toronto	416 814-6010	Day	18	71.82
Total						\$ 283.29

Taxes and Fees on ITA Regulated Services

	Amount
5 Federal excise tax (3.00% of \$289.81)	\$ 8.69
6 State sales tax (7.00% of \$289.81)	20.29
7 Florida interstate gross receipts tax (2.30% of \$283.29)	6.52
Total	\$ 35.50

ITA regulated service charges**\$ 318.79****Total long distance/ITA****\$ 318.79**

1-800-847-8779

Forster Leslie # 812
9/6/95

T= 5

210*HBR.DA1

00047400 3F0000373005

LSP1-1313 813 654-5767 19941222 04 07

A45



PAGE 7 OF 8

TELEPHONE NUMBER

813 258-5292

Customer ID 941221

BILL DATE

August 16, 1995

For billing
questions call
1 800 866-8889

LONG DISTANCE CALLS

Billing for ITA

**ITA Billing Adjustments**

Date	Description	Amount
1 Jul 19	Summary credit adjustment	CR \$ 44.91

Total billing adjustment(s) of \$ 44.91 applied to previous charges.

ITA Regulated Service**Regulated Calls****Direct Dialed Calls**

Date	Time	Place called	Number called	Period	Min.	Amount
2 Jul 4	4:50 am	Richmond BC	604 821-7900	Day	3	\$ 11.97
3 Jul 4	4:52 am	Richmond BC	604 821-7900	Day	15	\$ 9.85
Total						\$ 71.82

Taxes and Fees on ITA Regulated Service	Amount
4 Federal excise tax (3.00% of \$73.47)	\$ 2.20
5 State sales tax (7.00% of \$73.47)	5.15
6 Florida interstate gross receipts tax (2.30% of \$71.82)	1.65
Total	\$ 9.00

ITA regulated service charges \$ 80.82

Total long distance/ITA \$ 80.82

1-800-997-0069
operator Leslie H #12
9/6/95



INTERNATIONAL TELEMEDIA ASSOCIATES, INC.

November 21, 1995

Public Service Commission
State of Florida
Kathryn Dyal Lewis
Bureau of Service Evaluation
FAX: 904 413 6595

Re: Robert T. LeBlanc, Southeast Teleservice, Inc.

Dear Ms. Lewis:

This letter is in response to a notice our office received on the above referenced complaint. ITA is a third party clearinghouse that provides billing and collection services on behalf of Information Providers under contract. We have billing and collection agreements with many local exchange carriers across the country and these carriers bill on our behalf.

The charges appearing on the ITA bill page are for information services. The caller dials a toll-free telephone number or a 900 access number to reach the service. A preamble statement clearly states the cost of the service and that the caller must be 18 years old to continue with the call. After completion of the call, the Information Provider captures the automatic number identification from the telephone and uses this information to bill the calls.

Our records indicate that the complainant contacted an ITA representative on September 26, 1995. We issued a full adjustment to the account through the local telephone company. In addition, we placed these telephone numbers on our list of unbillable numbers to prevent future access to information provider services billed by ITA.

If you have any additional questions regarding this account, please contact me at the number below.

Sincerely,

A handwritten signature in cursive script, reading 'Michele Finical', is written over the word 'Sincerely,'.

Michele Finical
Regulatory Representative

340 INTERSTATE NORTH PARKWAY • SUITE 200 • ATLANTA, GA 30339
PHONE 770.956.0957 • TOLL FREE 1.800.285.4263 • FAX 770.956.1142

A 47

Christie S. Jones, P.A.

Attorney at Law
Post Office Box 709
Largo, Florida 34649-0709
(813) 535-6555

96614L

November 15, 1995

State of Florida
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

NOV 20

Ladies and Gentlemen:

I have been having a serious problem with charges on my telephone bill for calls which were not made by me or my son.

To give you some background, I am a single parent who works at home. My son is thirteen years old and lives with me. I do not date. There is no other person living with us, nor does anyone have access to my home. I spend nearly all my time at home unless I am out on business during regular working hours. My son is not allowed to have anyone over when I am not home, and he has only three friends with whom he spends time. Those children have never spent the night at my house. When my son is home or when he has friends over, I supervise his and their activities (as unobtrusively as possible). My telephone calling cards for my home phone and my business phone are kept in my wallet in a place where I would definitely notice if they were removed.

Beginning in August of 1994, my telephone bill included dozens of telephone calls to 900 numbers, including sex hot lines. I did not make these calls. For all of these calls to be made at that time, my son would have had to have been sitting in the kitchen of our small home for hours on end making telephone calls non-stop. I know for a fact that this did not happen. Not only am I sure that he could not have made the calls at the times and on the days shown in the bills, he assures me that he did not make the calls, and I believe him. I have no reason not to.

The charges were deleted from my bills and I placed a 900 number block on my telephone.

The next telephone bill I received included dozens of telephone calls to international numbers. When I called GTE to ask what they were for, they advised me that these were also probably calls to sex hot lines. Again, neither my son nor I made these calls. The charges were deleted and I placed a block on my telephone for international calls. I know that the block went into effect because I attempted to call Canada on that line instead of

RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION
NOV 20 1995

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my business line and a recording stated that international calls made on that line had been blocked.

Until August of this year there were no other incorrect charges on my telephone bills.

However, my September 13, 1995, bill from GTE had \$629.06 in charges for long distance calls to New Hampshire, New York, Israel, British Columbia, and Ontario, as well as voicemail and conference call services. My October 13, 1995, GTE bill contained an additional \$607.63 in similar charges. Copies of the bills, and a summary of the unauthorized charges are enclosed.

Once again, neither my son nor I made any of these calls. Some of the calls were allegedly charged to my telephone calling card, and all of them were made after I used that card at a pay phone while attending a meeting at the Tampa Airport Marriott. Apparently the international call block which I had placed with AT&T had been canceled without my knowledge. A GTE representative told me that many of these calls were originally made to 800 numbers which obtain the billing information from the caller and charge the calls back to the telephone number given. Unfortunately, I cannot block 800 calls, and because I have family in Illinois and Pennsylvania, I do not want to block all long distance calls.

Many of the charges on the September 13, 1995, bill have been deleted, and I have placed individual blocks with each of the billing companies to attempt to stop further charges. I am in the process of having the other charges removed. Also, I changed my telephone number effective September 27, 1995, changed my calling card number effective September 25, 1995, and then cut up and disposed of the new calling card after I received it from GTE.

In addition, for over two weeks after receiving the September 13, 1995, bill on September 25, 1995, I disconnected and locked all the telephones in the house in my filing cabinet, including my business phone, every night and every time I left the house for any reason. I kept the keys on my person at all times during the day, and hid them in my room at night. This obviously left me with no way to be contacted by my family in the event of an emergency, and, of course, I could not call 911 in the event of an emergency such as a fire or home invasion. Also, in an effort to clearly absolve him of any wrongdoing, I did not tell my son what our telephone number was after it changed.

However, you will note on the enclosed summary, that on September 29, 1995, more

calls were being charged to my new telephone number at a time when the telephones were all disconnected and I was at a meeting in St. Petersburg.

I am not the only person this has happened to. I have talked to two people in my relatively small circle of family and friends who have had similar unauthorized charges on their telephone bills and had to fight to have them removed. In addition, I understand that the telephones that service technicians use to tap into telephone lines have been stolen in the past, and that the thieves have used them to make unauthorized calls. It is also apparently quite easy to open the box where the telephone lines are connected into the house and connect a telephone to make calls. And I have no doubt that there are people with sufficient computer skills that they can make all kinds of calls and have them charged to another telephone number.

I am at my wits end, and any assistance you can give me in this matter will be greatly appreciated. In addition, I have a few suggestions that will help other consumers who find themselves in this predicament:

1. Whenever a telephone bill increases by over 100% of the annual monthly bill for the previous four to six months, the consumer should be notified immediately, not when the bill for that service period is received by regular mail.
2. If unauthorized charges are being made to an account, the consumer should be told, preferably in writing, of all the possible ways that these charges can be made, including 900 number, international calls, 800 calls which are charged back, credit card calls, voicemail, conference calls and individual telephone billing companies, so that blocks can be placed on all of these services in the beginning instead of only after the charges have been incurred. ✓
3. Consumers should be informed of and have the ability to block those services up front, thereby eliminating the unauthorized charges in the first place. ✓
4. Companies offering these services should be required to obtain a passcode, social security number, or other specialized authorization code before the calls can be completed and the charges incurred. I personally would prefer a requirement for written authorization or a service contract of some sort. ✓

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State of Florida
Public Service Commission
November 15, 1995

Thank you in advance for your assistance in this matter.

Very truly yours,

CHRISTIE S. JONES, P.A.

A handwritten signature in cursive script, reading "Christie S. Jones".

Christie S. Jones, Esquire

Enclosures

CC: The Honorable D. Robert Graham, United States Senator
The Honorable Connie Mack, United States Senator
The Honorable Bill McCollum, United States Representative
The Honorable Robert A. Butterworth, Attorney General, State of Florida
The Honorable Jack Latvala, Senator, State of Florida
The Honorable Peter Rudy Wallace, Representative, State of Florida
GTE Florida
AT&T
ITA c/o Absolute Communications, Inc.
TBS, Inc.
Integretel, Inc.
Pilgrim Telephone

A51

I N T E G R E T E L

P.O. BOX 611987

SAN JOSE

April 11, 1995

CALIFORNIA

95161-1987

PHONE

800 736 7500

The Fone Connection
Attn.: Allan Meziak
2011 Cleveland Street
Cleveland Park Suite A
Tampa, FL 33606



RE: Account No.: 813-425-7932

Dear Mr. Meziak:

Thank you for your recent correspondence regarding the Integretel portion of your telephone bill. Integretel is a billing service for independent telephone carriers. Integretel is not a telecommunications company or a utility company. Our clients include but are not limited to operator service providers, pay telephone providers and information service providers. A consumer placing a call either direct, calling card or collect through our clients would be billed by Integretel.

The tariffed charges in question are provided by a long distance service provider accessed through a toll free number or direct dial through an access code. They are a long distance carrier of calls that terminate in residences, businesses or information services. We have requested a block to prevent further calls.

An adjustment in the amount of \$142.92 + tax has been issued. This credit will arrive in the mail as a voucher payable to your local telephone company in three to four weeks.

If there are any further questions regarding this adjustment, please call Consumer Relations at 1-800-800-2324. If you require general information, please call our Customer Service Department at 1-800-736-7500.

Sincerely,

Renee Knight
Consumer Relations Representative

RK/jh

- A52 -

PHONE.TXT

863121

September 7, 1995

TO: FLORIDA PUBLIC SERVICE COMMISSION
DEPARTMENT OF CONSUMER AFFAIRS

FR: THOMAS CASTRO
779 CRYSTAL LAKE DRIVE
POMPANO BEACH FL. 33064

RE: MY PHONE BILL (2 ATTACHED PAGES)

ON MY JULY AND AUGUST SOUTHERN BELL BILLS I AM BEING CHARGED
\$31.67 FROM INTERNATIONAL TELEMEDIA ASSOCIATES INC. FOR A
VOICE MAIL CHARGE.

I DO NOT KNOW WHAT THIS CHARGE IS FOR OR WHERE IT COMES FROM. I
HAVE TRIED CALLING THEM AT (1-800-866-8889) AND ALL I GET IS AN
ANSWERING ASKING ME LEAVE MY NAME AND PHONE NUMBER AND MY PHONE
BILL WILL BE CREDITED.

I HAVE LEFT SEVERAL MESSAGES ON THEIR ANSWERING MACHINE ASKING
FOR SOMEONE TO CALL ME AND REQUESTING A CREDIT. NEEDLESS TO SAY
I HAVE RECIEVED NO CALL FROM THEM AND THEY ARE STILL CHARGING ME
FOR THIS VOICE MAIL.

I AM ASKING YOUR ASSISTANCE IN STOPPING THESE CHARGES FROM BEING
PUT ON MY MONTHLY PHONE BILL AND HAVING THE PREVIOUS TWO MONTHS
CHARGES TOTALING \$63.34 CREDITED BACK TO MY PHONE BILL.

ANY ASSISTANCE YOU CAN PROVIDE WILL BE GREATLY APPRECIATED.

I HAVE GIVEN YOU MY ADDRESS ABOVE.
MY PHONE NUMBER IS (305-782-2081)

THOMAS CASTRO

-A53-



TOM CASTRO

Account Number: 305 782-2081 107 1802

Bill Period Date: Jul 25, 1995

For Intl Telemedia Associates Inc. Billing Questions, Call 1 800 266-8889

Detailed Statement of ChargesMiscellaneous Charges and CreditsAmountLong Distance Provider - ITADate

1. 07/09 VOICEMAIL 1	**	30.00
Total Miscellaneous Charges and Credits		30.00

TaxesAmount

2. Federal Tax92
3. Florida Gross Receipts Surcharge75
Total Taxes		1.67

**** Unregulated Charge**

This portion of your bill is provided as a service to Intl Telemedia Associates Inc.

There is no connection between Southern Bell and Intl Telemedia Associates Inc.

CP E013081

(continued)▶

-A54-

May 23, 1995

#99

Annie R. Brooks
2834 3rd Avenue South
St. Petersburg, Fl 33712

Tele. Service #1
1328 Broadway
Suite 1054
New York, NY 10001

Dear Sir or Madame;

My name is Annie R. Brooks, and I just recently received my telephone bill for this month. I came across some charges I know nothing about, and I am very upset with your company for charging me for something I did not request. As soon as I received the bill I started to call the 1-800-866-8889 number listed on the bill, they gave me another 1-800-825-9815 number. I then proceeded to call that number and waited on hold for almost 2 hours (I just can't believe this). So, as you may take it I am very upset. Now after 2 hours of waiting I am finally connected to someone, I got Operator #91, he was so nasty and very rude, and didn't care about what I was saying. So that made me even madder. Then he proceeded to tell me I had to pay, "I DON'T THINK SO"!

Your company has billed me for 2 months at a total of \$66.00, and I am requesting that your company remove these charges from my bill. But, since they were there I also asked MR. OPERATOR #91 who ordered the service? He told me, and I told him that the person was my daughter. I also proceeded to tell him she does not live with me full time, and did your company at any-time check to see who's name was this phone number in, because I pay my phone bill ("not my daughter"). Nor did I at any time give her permission to request such a service.

I have enclosed a copy of my phone bill, and the charges your company has charged to me. Please respond as soon as possible, to let me know what your company is planning to do about this matter. I have already contacted my Attorney about this matter.

Thanks very much,

Annie R. Brooks

cc: Personal file
cc: Bonita M. Riggins
Attorney at Law
(Acosta & Mann Law Firm)

-A55-

Agg

Dear Mr. Thompkins;

Here is my letter that you requested that I send to you per our phone conversation on July 17th at 9:15 a.m.. I am going to try to explain this situation with out taking up to much of your time.

I received my telephone bill for May of this year, and I came across these ITA charges. I promptly got on the phone and called the 1-800 number on the phone bill. After about 2 to 3 hours of trying I finally got through to them, just to be told I needed to call another 1-800 number (the number was 1-800-825-9815) for a company called Tele-service #1. At which time I talked to Operator #91 (a very rude young man, who refused to give his name to me). I then proceeded to explain the situation to him, but he did not care and basically told me I had to pay the charges, that there was nothing I could do. Then he begin to hear just how angry I was, that is when he gave me a address for this company. He suggested that I write the company and explain the situation. I then on May 23rd, sent a letter to their company (I have enclosed a copy of my letter). I then called their company back about 2 weeks later, and was assured that a credit would be issued, then I called the local GTE phone company and explained the situation, so they marked my account with this information. They (Tele-Service) also assured me no more charges would be billed to my account. I waited and no credit came in, so I called them back again on July 14th, at which time I was assured again, this time by a young lady that the credit would be issued, becaused she checked her computer.

I just received my telephone bill this month on July 15th (that very next day), and I look on my bill and they have started to charge me again. I called my local phone company again, but they can't help me, but they did give me your 1-800 number. I also tried calling the companies 1-800 numbers, but both numbers I could never get through (they would just play a message and then hang-up).

I don't know what to do at this time. Would you please help me with this problem. I am not going to pay these charges, and I would like these charges to be taken off my phone bill as soon as possible. Because I am being charged late fees, and taxes on these charges. Please send me a letter or something to explain what is the outcome, and if there is any thing else I need to do are send in.

Thanks very much,

Annie Ruth Brooks,

JUL 21 1995



#99

PAGE 9 OF 10

TELEPHONE NUMBER 813 321-3681 Customer ID 931113

BILL DATE July 7, 1995

For billing
questions call
1 800 866-8889

LONG DISTANCE CALLS (continued)

Billing for ITA

ITA**ITA Non-Regulated Service****Miscellaneous Charges and Credits**

Date	Description	Amount
Jun 5	Teleservice 1	\$ 30.00
Total		\$ 30.00

Taxes and Fees on ITA Non-Regulated Services

	Amount
1 Federal excise tax (3.00% of \$30.00)	\$.90
2 City utility tax (7.00% of \$30.00)	2.10
Total	\$ 3.00

ITA non-regulated service charges \$ 33.00**Total long distance/ITA** \$ 33.00

Florida
Commissioner
1 800 - 342 - 3552

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15FL-2417 813 321-3681 19931113 04 01

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66#

83980 P

August 17, 1995

Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399.

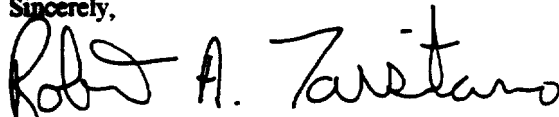
Robert A. Tarsitano
4733 W. Waters Ave. #1414
Tampa, FL 33614
(813) 249-4809

Mr. Doug Whitehouse:

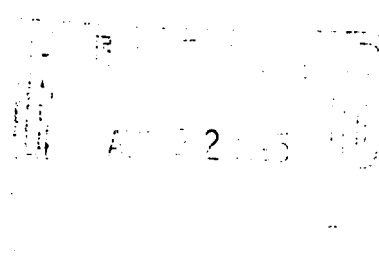
I have enclosed a copy of a portion of my last GTE bill statement. I have been billed by the International Tele-Media Association for \$30.00 for the past two months for a total of \$60.00. I believe this to be a bogus charge. I do not use 900 numbers and I believe that this company is running some type of "scam." I've been trying to get in touch with this company for the past two months to no avail. I would like these charges to be taken off my telephone bill and have this company investigated for its fraudulent behavior.

Thank you .

Sincerely,



Robert Tarsitano



-A58-



PAGE 9 OF 10

For billing
questions call
1 800 866-8889

TELEPHONE NUMBER 813 249-4809 Customer ID 950107
BILL DATE August 4, 1995

LONG DISTANCE CALLS (continued)

Billing for ITA



ITA Non-Regulated Service

Miscellaneous Charges and Credits

Date	Description	Amount
Jul 15	Voicemail 1	\$ 30.00
Total		\$ 30.00

Taxes and Fees on ITA Non-Regulated Services

	Amount
1 Federal excise tax (3.00% of \$30.00)	\$.90
Total	\$.90

ITA non-regulated service charges **\$ 30.90**

Total long distance/ITA **\$ 30.90**

-A59-

Hilda M. Campbell
Rt. 1 — Box 491-C
Bryceville, FL 32009

Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

ITA - 672151
IntegreTel - 67216P

SEP 7 1995

Attn. Ms. Paula Isler

Dear Paula:

This is in reference to our telephone conversation of August 14, 1995 concerning the charges on my telephone bill.

ITA — International Telemedia Associates, Inc.

As you can see from the attached copy of my bill, that ITA (Intl Telemedia Associates, Inc.) charged me \$31.67 for a Voicemail 1 call on 7-01-95.

I have never heard of this company, I have never made a "voicemail" call to anyone at any time. Nobody from this household made a call to that number.

I called the billing department number listed on the bill to inquire about this charge. A recording wanted to know if I wanted 1-1½ minutes or 1½-2 minutes. They said to leave my name and telephone number and they would return my call. I did not leave my number because I was afraid they would bill me with an additional charge.

I know nothing about this call, where it was made or who was allegedly called, how long the call was, nor the time of day. I do not feel that I owe this company anything and do not plan to pay it.

INTEGRETEL, INC.

On the same bill, IntegreTel, Inc. (another company I never heard of) has charged me for 3 items in the amount, including tax, of \$144.17.

I called the billing department and talked to Joanne Bell. She could not, or would not, tell me anything except that a call was made from our house and that if we refused to pay it, it would be turned over to their collection department.

Nobody from this number made any of the calls nor was anyone else authorized to do so. We do not owe this bill and we do not intend to pay it.

Thank you for your time and help. If you need to speak to us about this matter please feel free to do so. We can be reached at 904-266-4751 or 904-398-8082.

Sincerely,

Hilda Campbell

Enc. copies of 2 telephone bills

Hilda Campbell

- A60 -

July 27, 1995

SUBJECT: Telephone Bill for non-requested Voicemail 1 Service.

- A61 -

UIC

PAGE 9 OF 10

TELEPHONE NUMBER

941 366-4921

Customer ID 900114

BILL DATE

July 13, 1995

For billing
questions call
1 800 866-8889

LONG DISTANCE CALLS (continued)

Billing for ITA



ITA Non-Regulated Service

Miscellaneous Charges and Credits

Date	Description	Amount
Jun 4	Voicemail 1	\$ 30.00
Total		\$ 30.00

Taxes and Fees on ITA Non-Regulated Services

	Amount
1 Federal excise tax (3.00% of \$30.00)	\$.90
Total	\$.90

ITA non-regulated service charges **\$ 30.90**

Total long distance/ITA **\$ 30.90**

-A62-

** Integretel, Inc. **

STUART M CAMPBELL

Account Number: 904 266-4751 231 0568

Bill Period Date: Aug 4, 1995

For Integretel, Inc. Billing Questions, Call 1 800 736-7500

Detailed Statement of Charges**Itemized Calls****Amount****Long Distance Provider - ABSOLUTE TELECONF.****Operator Handled Calls Placed from and Billed to 904 266-4751**

<u>Date</u>	<u>Place Called</u>	<u>Number Called</u>	<u>Rate*</u>	<u>Time</u>	<u>Min</u>	
1. 07/01	CONFERENCE CALL		AEX	08:54PM	2	44.34
2. 07/01	CONFERENCE CALL		AEX	08:57PM	3	44.24
3. 07/01	CONFERENCE CALL		AEX	09:00PM	5	47.98
Total Operator Handled Calls Placed from and Billed to 904 266-4751						136.56
Total Itemized Calls						136.56

Taxes**Amount**

4. Federal Tax	4.20
5. Florida Gross Receipts Surcharge	3.41
Total Taxes	7.61

Total Integretel, Inc. Current Charges	144.17
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* Taxes and Rates Applied - See Back of Page

This portion of your bill is provided as a service to Integretel, Inc.

There is no connection between Southern Bell and Integretel, Inc.

CP E001192

(continued)▶

-A63-

Julia Caples
1510 Cambridge Drive
Cocoa, FL 32922

September 6, 1995

Mr Douglas Whitehouse
Public Service Commission
Consumer Affairs
2540 Shumand Oak Blvd
Tallahassee, FL 32399

Dear Mr Whitehouse:

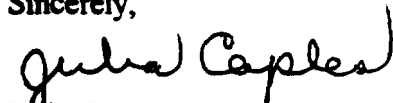
I spoke with you on September 5, 1995 regarding TeleService 1. This charge appeared on my phone bill and I paid it even though I had never spoken to anyone from TeleService 1 nor had I ever ordered anything from them.

When I called TeleService 1, they told me that I would have to send a letter to their customer service department to request my money back. A letter was sent on June 1, 1995. There was no response, so on July 10, 1995, letters were sent to the Better Business Bureau of Central Florida, in Winter Springs, and to the FCC in Washington DC, with copies of both letters sent to TeleService 1.

No one has responded, and now I am asking you to investigate TeleService 1. I would like my \$31.67 refunded and I would like to make sure that this doesn't happen to anyone else.

Thank you for your time and cooperation.

Sincerely,



Julia Caples

SEP 14

-A64-

CURRENT CHARGES DUE BEFORE	AMOUNT OF LAST BILL	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Jun 10	\$199.10	\$199.10	\$0.00	\$181.28	\$181.28

Detailed Statement of Charges

**** Please note: A 1.5% Late Payment Charge will apply to any unpaid balance as of Jun 20. ****

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.

Helpful Numbers

RightTouch service 1-800-826-6290 (See Messages For Details)
Orders and Billing Repair
Southern Bell 780-2355 611
Outside Florida 1-800-753-2909
Numbers for other companies are listed with their charges.

(continued)▶

Account Number: 407-639-6136 819 3141
Bill Date: May 19, 1995 COCO
Page 3

AMOUNT	TOTAL
30.00	30.00
.92	1.67
.75	31.67

(continued)▶

Regulated Miscellaneous Charges and Credits
/Date

LONG DISTANCE PROVIDER - ITA

MAY 1 TELESERVICE1 A Subtotal

Charge for Itemized Calls 30.00
Federal Tax
Florida Gross Receipts Surcharge
Teleservice Associates, Inc. Current Charges Subtotal

Local Numbers for Bell Telemedia Associates, Inc.
Billing Questions 1-800-866-8889

-A65-

Letter sent 6/1
Teleservice!
Att. Credit Dept.
1328 Broadway Suite 1054
New York NY 10001
1-800-825-9815

portion of your bill is provided as a service to Bell Telemedia Associates, Inc. There is no charge for this service. Southern Bell and Bell Telemedia Associates, Inc.

CP 065337

e Applied - See Back of Page